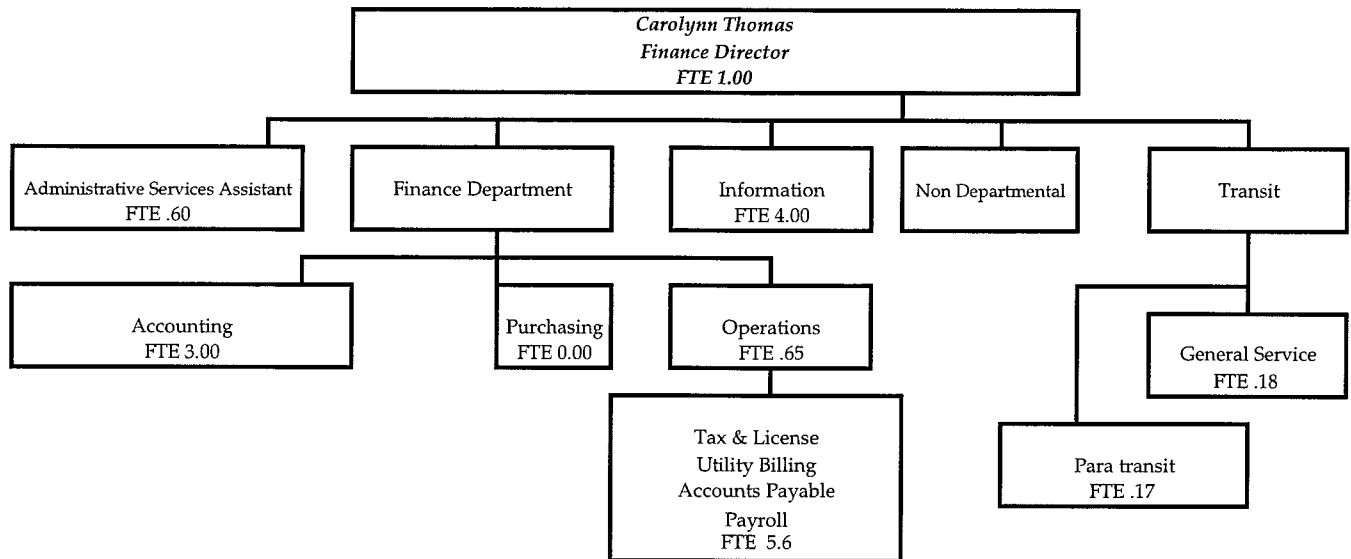


Finance Department



Mission .

To manage, protect and report on the City of Eureka's financial resources to enhance the City's financial condition for our residents, and businesses.

Department Summary

Finance



DEPARTMENT DESCRIPTION:

The Finance Department is responsible for providing the financial management of all City funds and maintaining the fiscal integrity of the City. Major activities include: managing the City's investment portfolio; obtaining financing for capital requirements; financial analysis and reporting; budget management; revenue management, including billing and collection for utilities, licenses and other revenues; information services; purchasing; transit operations; and central duplicating and printing.

	<u>2004-05 Actual</u>	<u>2005-06 Budget</u>	<u>2005-06 Estimated</u>	<u>2006-07 Budget</u>
EXPENDITURES BY PROGRAM:				
Finance	\$686,170	\$645,481	\$625,205	\$654,365
Information Technology Operations	616,111	674,911	693,606	858,770
Non-Departmental	1,727,735	2,116,567	2,100,033	1,926,948
Transit - General Public	901,575	1,030,046	1,053,409	1,076,880
Transit - Para transit	532,932	545,420	513,129	555,780
	<u>\$4,464,523</u>	<u>\$5,012,425</u>	<u>\$4,985,382</u>	<u>\$5,072,743</u>

EXPENDITURES BY CATEGORY:

Salaries and Benefits	\$857,818	\$806,575	\$792,365	\$854,915
Services and Supplies	3,458,007	3,859,250	3,845,002	3,799,557
Capital Outlay	69,796	151,500	152,915	223,400
Capital Lease	78,901	195,100	195,100	194,871
Total Expenditures	<u>\$4,464,523</u>	<u>\$5,012,425</u>	<u>\$4,985,382</u>	<u>\$5,072,743</u>

REVENUES BY FUND

General Fund	\$2,413,905	\$2,762,048	\$2,725,238	\$2,581,313
Information Technology Operations	616,111	674,911	693,606	858,770
Transit Fund	1,434,507	1,575,466	1,566,538	1,632,660
Total Resources	<u>\$4,464,523</u>	<u>\$5,012,425</u>	<u>\$4,985,382</u>	<u>\$5,072,743</u>

	<u>2004-05 Actual</u>	<u>2005-06 Actual</u>	<u>2006-07 Budget</u>
PERSONNEL:			
Full-time Positions	13.00	13.00	14.60
Regular Part-time Positions	1.40	0.60	0.60
Total	<u>14.40</u>	<u>13.60</u>	<u>15.20</u>

General Government



DEPARTMENT: Finance
PROGRAM: Finance

FUND: General
ACCOUNT: 41430

PROGRAM DESCRIPTION:

FINANCE

The Finance program provides leadership for and plans, coordinates and monitors the activities of the Finance Department in accordance with established fiscal policies. The program is responsible for managing the City's investment portfolio, cash and investments, debt financing and servicing.

ACCOUNTING

The Accounting program maintains the City's financial systems and fiscal controls over: general ledger, fixed assets, and grants. In addition, the program provides in-house training, guidance and support to City staff related to financial controls, systems, laws and policies and procedures. The program is also responsible for the coordination of the financial statement, city-wide audit and preparation of the City's annual financial statements, grant compliance, and the preparation of special and monthly reports. The program is also responsible for preparing the City of Eureka's Comprehensive Annual Financial Report (CAFR). The program is responsible for the preparation and adoption of the City's annual budget per the terms and due dates mandated in the City Charter and Eureka's budget preparation calendar. It coordinates the development and the ongoing monitoring of the Citywide operating and capital budgets on behalf of the City Manager. Embodied within this process is assisting the City Council with the public input efforts during the budget adoption process.

OPERATIONS

The Operations program includes various financial services such as revenue collections. The Tax and License operation ensures that all businesses conducting business in the City of Eureka are properly licensed. Operations collects transient occupancy tax, utility user tax (UUT) and business license fees. The Utility Billing program provides accurate and timely billing of the City's water and sewer services; assists customers in applying for and discontinuing utility service; educates customers regarding how to find the cause of high water usage and responds to customer inquiries and disputes regarding their City utility accounts. The Accounts Payable program develops, implements and maintains payment processes. The Payroll program implements and maintains personnel payment processes in compliance with all Federal, State, and City regulations. The Purchasing program assists all city departments with purchasing of services, supplies and materials as approved through the budget appropriations process.

General Government



DEPARTMENT: Finance
PROGRAM: Finance

FUND: General
ACCOUNT: 41430

	<u>2004-05 Actual</u>	<u>2005-06 Budget</u>	<u>2005-06 Estimated</u>	<u>2006-07 Budget</u>
PROGRAM EXPENDITURES:				
Salaries and Benefits	\$638,174	\$588,851	\$563,875	\$592,735
Services and Supplies	47,996	56,630	61,330	60,630
Capital Outlay				1,000
Total Expenditures	<u>\$686,170</u>	<u>\$645,481</u>	<u>\$625,205</u>	<u>\$654,365</u>

PROGRAM RESOURCES:

Admin Contract Services	\$1,000	\$1,000	\$1,000	1,000
Returned Check Charges	195	200	340	354
Charges to Other Funds	537,619	473,416	473,416	526,035
General Fund (various)	147,356	170,865	150,449	126,976
Total Resources	<u>\$686,170</u>	<u>\$645,481</u>	<u>\$625,205</u>	<u>\$654,365</u>

	<u>2004-05 Actual</u>	<u>2005-06 Actual</u>	<u>2006-07 Budget</u>
FULL TIME AND REGULAR PART-TIME POSITIONS:			
Finance Director	1.00	1.00	1.00
Finance Office Manager	0.65	0.65	0.65
Accountant Supervisor	1.00	1.00	1.00
Accountant I-II	2.00	2.00	2.00
Assistant Purchasing Agent	1.00		
Accounting Technician	1.00	2.00	2.00
Accounting Specialist I-II (RPT)	1.40	0.60	0.60
Administrative Service Assistant			0.60
Accounting Specialist II	3.00	3.00	3.00
Total	<u>11.05</u>	<u>10.25</u>	<u>10.85</u>

SERVICE LEVEL CHANGES:

Hiring Administrative Service Assistant RPT 60% to assist the finance department.

General Government



DEPARTMENT: Finance
PROGRAM: Finance

FUND: General
ACCOUNT: 41430

PROGRAM GOALS:

FINANCE

Manage expenditures very tightly, as the economy recovers and our revenue picture improves
Continue the open position review process, with a focus on budget reductions by finding cost savings and operational efficiencies. Carefully evaluate cash flow needs to manage investment funds.
Update policy and procedure manuals for each procedural component within the Finance Department.

ACCOUNTING

Carefully evaluate cash flow needs to manage General Fund contributions to capital projects.
Maintain the City's accounting and financial reporting systems in conformance with all state and federal laws, Generally Accepted Accounting Principles (GAAP) and standards of the Governmental Accounting Standards Board (GASB) and the Government Finance Officers Association (GFOA).
Maintain financial systems internal controls to monitor expenditures and program performance on an ongoing basis. Produce financial reports. Prepare CAFR in accordance with state and federal laws, and the Government Finance Officers Association (GFOA). Continue to build and refine the City's program budget information to facilitate a more comprehensive review of the City's operating budget, which contributes to more effective policy discussions and decisions. Continue to refine the effectiveness and efficiency of the budget input process in conjunction with the City Manager and City Council.

OPERATIONS

Provide customers with online services to apply for a business license by December 2006. Provide customers online utility billing services by December 2006. Continue to maintain all systems, payroll and accounts payable transactions, and records in conformance with all State and Federal laws, and City administrative regulations. Complete all payroll processes by 4 p.m., 4 - 5 days after pay period ending on payroll week. Upgrade City's timekeeping system to be consistent within each department.

PROGRAM OBJECTIVES:

FINANCE

Maintain and enhance strategic financial plan elements and ensure the financial stability for the City of Eureka. Develop financial policies, prepare forecasts and assist others in developing long-term financial models to prudently manage assets and identify the City's capacity to fund future service and capital needs. Seek optimum financing structure to mitigate debt service costs, while reinforcing our solid standing with credit rating agencies and maintain or improve Eureka's excellent bond ratings. Diversify and enhance revenue sources, mitigate expenses and debt service costs, evaluate cash flow and issue bonds when necessary to fund the City's capital program.

General Government



DEPARTMENT: Finance
PROGRAM: Finance

FUND: General
ACCOUNT: 41430

ACCOUNTING

Develop and maintain Integrated Financial Systems - Develop and administer the various financial operating and internal control systems to ensure data integrity and ease of financial information tracking. Provide financial information - Prepare and distribute financial information to interested parties, i.e., citizens, media, financial institutions, and City staff on which they can make informed judgments and decisions about City operations and finances. Provide training, advice, tools and support to departments to increase their financial knowledge and confidence with their administrative responsibilities. Prepare for each fund a balanced budget using conservative revenue and expenditure estimates. Prepare a balanced operating and capital budget that effectively addresses City Council's Goals and complies with all applicable federal, state and local requirements. Prepare for each fund a balanced Five-year Financial Plan using conservative revenue and expenditure estimates.

OPERATIONS

Collect revenue sources such as UUT, sales tax, and transit occupancy tax. License and permit businesses and individuals to comply with City Code, process applications, maintain accounts, renew billing/notification, and generate reports relating to licensing fees and revenue. Bill and collect water and sewer fees. Establish water/sewer accounts for customers requesting service, discontinuing service as requested, and respond to customer inquiries about their bills in a timely and accurate manner. Develop and implement efficient and effective payment processes. Ensure payroll and accounts payable transactions are processed in a timely, efficient and accurate manner.

PERFORMANCE MEASURES:

FINANCE

Program/Service Outcomes: (based on program objectives)	2004-05 Actual	2005-06 Projected	2006-07 Projected
Maintain or improve General Obligation Bond rating which contributes to lower cost of debt	S&P AAA Fitch AAA Moody's MIG 1 S&P SP-1	S&P AAA Fitch AAA Moody's MIG 1 S&P SP-1	S&P AAA Fitch AAA Moody's MIG 1 S&P SP-1
% of fees and charges examined annually to ensure they recover all direct and indirect costs of service. (Enterprise, non-enterprise, and development impact fees)	100%	100%	100%
Program/Service Outputs: (goods, services, units produced)			
% of total cash actively invested	92%	93%	93%
Weighted average yield on investments	3.8%	4%	4.3%

General Government



DEPARTMENT: Finance
PROGRAM: Finance

FUND: General
ACCOUNT: 41430

ACCOUNTING

Program/Service Outcomes: (based on program objectives)	2004-05 Actual	2005-06 Projected	2006-07 Projected
Annual audit and single audit opinions from external auditors are unqualified with an opinion date of October 15th or prior.	100%	100%	100%
Comprehensive Annual Financial Report in conformance with GAAP	Yes	Yes	Yes
City-wide 5-year Financial Forecast	No	Yes	Yes
Budget meets or exceeds all requirements and GFOA reporting excellence benchmarks	Yes	Yes	Yes
CAFR meets or exceeds all requirements and GFOA reporting excellence benchmarks	Yes	Yes	Yes
Program/Service Outputs: (goods, services, units produced)			
# of Journal entry processed annually	3,000	3,000	3,000
# of Budget transfers processed annually	100	100	100

OPERATIONS

Program/Service Outcomes: (based on program objectives)			
% of Utility bills accurately mailed	100%	100%	100%
% of Time payroll processed semi monthly by 4 p.m, 4-5 days after pay period ending	100%	100%	100%
% of Time that the backlog of invoices is 5 days or less	100%	100%	100%

General Government



DEPARTMENT: Finance
PROGRAM: Finance

FUND: General
ACCOUNT: 41430

OPERATIONS (Continued)

Program/Service Outputs: (goods, services, units produced)	2004-05 Actual	2005-06 Projected	2006-07 Projected
Business Licenses processed	2,500	2,500	2,600
# of Utility statements issued	116,000	116,000	116,000
# of Payroll checks and direct deposits processed	6,432	6,430	6,168
# of Accounts payable checks issued	8,000	8,000	8,100
# of Purchase Orders	2,050	2,200	2,300

General Government



DEPARTMENT: Finance
PROGRAM: Non-Departmental

FUND: General
ACCOUNT: 41500

PROGRAM DESCRIPTION:

The Non-Departmental program accounts for all costs not directly attributable to any one operating program of the General fund. These costs include: contributions to local organizations, including contractual obligations in regards to Transient Occupancy Tax; audit costs; tax collection fees; liability insurance premiums; Local Employee Retirement System premium; other miscellaneous and one-time costs.

	<u>2004-05 Actual</u>	<u>2005-06 Budget</u>	<u>2005-06 Estimated</u>	<u>2006-07 Budget</u>
PROGRAM EXPENDITURES:				
Salaries and Benefits	\$46,461	\$28,000	\$30,030	\$17,000
Services and Supplies	1,681,275	1,974,467	1,955,903	1,795,848
Capital Lease		114,100	114,100	114,100
Total Expenditures	\$1,727,735	\$2,116,567	\$2,100,033	\$1,926,948

PROGRAM RESOURCES:

Business Licenses (BID)	\$26,639	\$26,000	\$34,000	\$34,000
Transient Occupancy Tax	1,424,250	1,500,000	1,450,000	1,500,000
Subpoenaed Employee Charges	3,235	2,600	2,600	2,678
General Fund (various)	188,019	239,772	265,238	390,270
Charges to Other Funds	85,593	348,195	348,195	
Total Resources	\$1,727,735	\$2,116,567	\$2,100,033	\$1,926,948

<u>2004-05 Actual</u>	<u>2005-06 Actual</u>	<u>2006-07 Budget</u>
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FULL TIME AND REGULAR PART-TIME POSITIONS:

None.

SERVICE LEVEL CHANGES:

None.

General Government



DEPARTMENT:	Finance	FUND:	General
PROGRAM:	Non-Departmental	ACCOUNT:	41500

PROGRAM GOALS:

Provide financial support to community organizations in the areas of business retention and recruitment, cultural enhancement and marketing our community assets. To fund the City's Local Employee Retirement System in accordance with funding availability and actuarial calculations. To assure all revenue sources such as sales tax and property tax are deposited in the City's accounts accounts accurately and timely.

PROGRAM OBJECTIVES:

Support of the community for area wide concerns such as marketing our community assets, business recruitment, and cultural enhancement. Payments of general fund expenditures such as the annual audit, sales tax and property tax tracking that benefit all general fund departments.

PERFORMANCE MEASURES:

Program/Service Outcomes: (based on program objectives)	2004-05	2005-06	2006-07
	<u>Actual</u>	<u>Projected</u>	<u>Projected</u>
Number of community organizations supported	10	10	10

Transportation



DEPARTMENT: Finance
PROGRAM: Transit - General Public

FUND: Transit
ACCOUNT: 41470

PROGRAM DESCRIPTION:

Eureka Transit Service (ETS) is a fixed route bus system which operates Monday through Saturday, serving the City of Eureka and surrounding unincorporated areas. Goals are: 1) Provide safe, reliable, high quality and economical public transportation; 2) Coordinate transit system development with community planning, development efforts, land use policy, and other transportation services; and 3) Demonstrate the importance of ETS to the vitality of the community. The City of Eureka also contributes funding, through a joint powers agreement, for operations of the regional Redwood Transit System, which services a sixty-five mile corridor on Highway 101.

	<u>2004-05 Actual</u>	<u>2005-06 Budget</u>	<u>2005-06 Estimated</u>	<u>2006-07 Budget</u>
PROGRAM EXPENDITURES:				
Salaries and Benefits	\$14,908	\$15,693	\$15,917	\$15,149
Services and Supplies	886,667	1,004,353	1,013,577	1,061,731
Capital Outlay	0	10,000	23,915	
Total Expenditures	<u>\$901,575</u>	<u>\$1,030,046</u>	<u>\$1,053,409</u>	<u>\$1,076,880</u>

PROGRAM RESOURCES:

Passenger Fares	\$219,914	\$175,000	\$205,000	\$205,000
Bus Advertising	2,459	2,000	3,000	2,200
Transportation Development Act				
(TDA) Funds	493,456	505,340	362,594	377,051
County Subsidy (TDA)	112,021	81,280	70,307	90,483
STAF Grants	24,537	10,500	26,316	21,400
Interest Revenue	(1,232)	(244)	(244)	(41)
Grants				
Miscellaneous	175,000	115,000	115,000	500,000
Fund Balance	(124,580)	141,170	271,435	(119,213)
Total Resources	<u>\$901,575</u>	<u>\$1,030,046</u>	<u>\$1,053,409</u>	<u>\$1,076,880</u>

	<u>2004-05 Actual</u>	<u>2005-06 Actual</u>	<u>2006-07 Budget</u>
FULL TIME AND REGULAR PART-TIME POSITIONS:			
Finance Office Manager	0.18	0.18	0.18
Total	<u>0.18</u>	<u>0.18</u>	<u>0.18</u>

Transportation



DEPARTMENT: Finance
PROGRAM: Transit - General Public

FUND: Transit
ACCOUNT: 41470

SERVICE LEVEL CHANGES:

Route restructure completed in January 2006 to accomplish more efficiency for both public and transit operations.

PROGRAM GOALS:

Evaluation of the county wide 5-year transit plan with other agencies in Humboldt County.

PROGRAM OBJECTIVES:

To maintain safe, reliable, high quality and economical public transportation. To coordinate transit system development with community planning, development efforts, land use policy and other transportation services. To demonstrate the importance of ETS to the vitality of the Community.

PERFORMANCE MEASURES:

Program/Service Outcomes: (based on program objectives)	2004-05 Actual	2005-06 Projected	2006-07 Projected
County-wide 5-year transit plans evaluated	Yes	No	Yes
Program/Service Outputs: (goods, services, units produced)			
Cost per passenger	2.06	2.90	2.95
Cost per hour	37.56	40.00	48.50
Passengers per service hour	18	18	18
Total passengers	288,680	289,000	289,000
Annual route miles	184,467	185,000	185,000
Cost per mile	3.22	4.20	4.70

Transportation



DEPARTMENT: Finance
PROGRAM: Transit - Paratransit

FUND: Transit
ACCOUNT: 41471

PROGRAM DESCRIPTION:

Dial-a-Ride/Dial-a-Lift is a specialized door-to-door transit system which operates on demand. The service is provided to those individuals who are physically unable to use the regular bus system. Certification with the assistance of physician is required. Service operates Monday through Friday 6:00 a.m. to 7:00 p.m. and Saturday 7:30 a.m. to 5:30 p.m.

	<u>2004-05 Actual</u>	<u>2005-06 Budget</u>	<u>2005-06 Estimated</u>	<u>2006-07 Budget</u>
PROGRAM EXPENDITURES:				
Salaries and Benefits	\$14,080	\$14,824	\$15,036	\$14,281
Services and Supplies	518,852	530,596	498,093	541,499
Capital Outlay				
Total Expenditures	<u>\$532,932</u>	<u>\$545,420</u>	<u>\$513,129</u>	<u>\$555,780</u>

PROGRAM RESOURCES:

Passenger Fares	\$103,665	\$120,000	\$108,000	\$110,000
Transportation Development Act (TDA) Funds	280,000	236,000	205,746	213,949
County Subsidy (TDA)	163,620	118,720	102,693	132,162
Interest Revenue	(1,802)	(356)	(356)	(59)
Fund Balance	(12,552)	71,056	97,047	99,728
Total Resources	<u>\$532,932</u>	<u>\$545,420</u>	<u>\$513,129</u>	<u>\$555,780</u>

	<u>2004-05 Actual</u>	<u>2005-06 Actual</u>	<u>2006-07 Budget</u>
FULL TIME AND REGULAR PART-TIME POSITIONS:			
Finance Office Manager	0.17	0.17	0.17
Total	<u>0.17</u>	<u>0.17</u>	<u>0.17</u>

SERVICE LEVEL CHANGES:

None

Transportation



DEPARTMENT: Finance
PROGRAM: Transit - Paratransit

FUND: Transit
ACCOUNT: 41471

PROGRAM GOALS:

Evaluation of the county wide 5-year transit plan with other agencies in Humboldt County.
Implementation of 24-hour reservation process for clients.

PROGRAM OBJECTIVES:

To maintain safe, reliable, high quality and economical public transportation to that segment of the community who physically unable to use the regular bus system.

PERFORMANCE MEASURES:

Program/Service Outcomes: (based on program objectives)	2004-05 Actual	2005-06 Projected	2006-07 Projected
County-wide 5-year transit plans evaluated	Yes	No	Yes
Program/Service Outputs: (goods, services, units produced)			
Cost per mile	4.25	4.90	5.55
Cost per passenger	11.47	12.20	12.75
Cost per hour	36.85	38.00	45.00
Passengers per service hour	4	4	5
Total passengers	46,447	47,000	48,000

Information Technology



DEPARTMENT: Finance

FUND: Information Technology Operations

PROGRAM: Information Technology Operations

ACCOUNT: 41435

PROGRAM DESCRIPTION:

The Information Services program provides City-wide support for all office automation equipment, including computers, telephones, fax machines, copiers, and other equipment. Program activities include developing, implementing and maintaining long-range policies, standards, equipment inventories, preventive maintenance and repair programs, as well as providing training, on-going user support and day-to-day troubleshooting on all equipment. In addition it provides a funding mechanism for the replacement of computers, printers and related equipment and software; based on equipment and software. Based on equipment age and type, charges will be assessed to each department and transferred into the Information Technology Operations Fund where those funds will be held in reserve. While the assessments to each operating department began in FY 2001-02, computer future.

	<u>2004-05 Actual</u>	<u>2005-06 Budget</u>	<u>2005-06 Estimated</u>	<u>2006-07 Budget</u>
PROGRAM EXPENDITURES:				
Salaries and Benefits	\$144,195	\$159,207	\$167,507	\$215,750
Services and Supplies	\$323,218	293,204	316,099	339,849
Capital Outlay	69,796	141,500	\$129,000	222,400
Capital Lease	78,901	81,000	81,000	80,771
Total Expenditures	\$616,111	\$674,911	\$693,606	\$858,770

PROGRAM RESOURCES:

Interest Earnings	\$5,375	\$4,000	\$8,000	\$5,000
Equipment Lease	695,160	669,000	669,000	806,319
Fund Balance	(84,424)	1,911	16,606	47,451
Total Resources	\$616,111	\$674,911	\$693,606	\$858,770

	<u>2004-05 Actual</u>	<u>2005-06 Actual</u>	<u>2006-07 Budget</u>
FULL TIME AND REGULAR PART-TIME POSITIONS:			
Information Services Manager	1.00	1.00	1.00
Information Services Technician	1.00	1.00	2.00
Central Services Assistant	1.00	1.00	1.00
Total	3.00	3.00	4.00

Information Technology



DEPARTMENT: Finance

FUND: Information Technology
Operations

PROGRAM: Information Technology Operations

ACCOUNT: 41435

SERVICE LEVEL CHANGES:

Hiring Information Services Technician to assist in information technology.

PROGRAM GOALS:

To maintain the City's centralized computer system with 99.5% uptime. To assist in maintaining the integrity of the City's information files. To initiate problem review and analysis within thirty minutes of a reported problem of workstation, printer, software, telephone or voice mail. Monitor replacement of computer equipment and adjust operating fund transfers in response to current and future needs. To develop a database for tracking all problems reported to this division. Review and update security measures as changes in the information technology industry necessitates. To maintain the City's web site and retain accuracy within a 99% tolerance level.

PROGRAM OBJECTIVES:

Maintain and enhance the City's office automation equipment, including the integrity of the information contained within the equipment. Purchase equipment and software that meets technology standards as set by the City Council. To centralize the management of the City wide computer network and related equipment. Maintain and enhance the City's web site to facilitate accurate information be available to those who access the site.

PERFORMANCE MEASURES:

Program/Service Outcomes: (based on program objectives)	<u>2004-05 Actual</u>	<u>2005-06 Projected</u>	<u>2006-07 Projected</u>
Percentage of uptime for City's centralized computer system	99.5%	99.5%	99.5%
Number of times equipment problem review and analysis initiated within a 30 minute period	99.5%	80.0%	75.0%
Web site maintained and enhanced	94.5%	99.5%	99.5%
Program/Service Outputs: (goods, services, units produced)			
Centrex lines supported	450	450	450
Alarm lines/non-Centrex lines/pay phones supported	100	90	75
Voice mailboxes supported	220	220	220

Information Technology



DEPARTMENT: Finance

FUND: Information Technology
Operations

PROGRAM: Information Technology Operations

ACCOUNT: 41435

PERFORMANCE MEASURES: (Continue)

Program/Service Outputs: (goods, services, units produced)	<u>2004-05</u> <u>Actual</u>	<u>2005-06</u> <u>Projected</u>	<u>2006-07</u> <u>Projected</u>
Software applications supported	260	260	260
PC's/Workstations supported	160	225	240
Network users supported	200	250	260
System backups done	260	260	260
E-mail addresses supported	200	250	260
Hardware and software support request	4,000	5,000	5,000
Hardware replaced or recycled	80	100	100
Copies made on site	756,900	575,000	600,000
Pieces of first class mail & bulk mail processed	183,000	189,000	190,000
Operating fund transfers completed	12	12	12